

# Working Remotely Using the County's Citrix Systems

You'll need the following:

- Phone Factor account setup with PIN
- The barcode of your county system
  - This can normally be found on a white sticker on your county system (ex BA530728)
- Internet access
  - You should be able to reach <https://apps.baltimorecountymd.gov>
- Windows or Mac based device
  - You'll need to be able to install software with 'admin' or 'root' rights
  - Power management settings adjusted to "sleep" after 60 minutes of inactivity
- Citrix client software (see installation instructions below)
  - Receiver is still supported, or if you're new go to <https://receiver.citrix.com>

Note that County-provided laptops should already use a VPN-like connection called Direct Access, which only requires internet access.

## Step 1: Install the Citrix Receiver

Download and install the Citrix client software from <https://receiver.citrix.com>.

The site should automatically determine your operating system and present a link:

Download for Windows

From which you can click, and then you will click on the appropriate client for your operating system:


### For Windows-based Devices:


1. Select this link:  

Download Citrix Workspace app for Windows
2. Depending on your browser and security options chosen on your device, you will either choose *Save* then *Open* or just *Run*.
3. Follow the prompts.
4. In the *Installation Successful* page, click *Finish*.


### For Mac-based Devices:

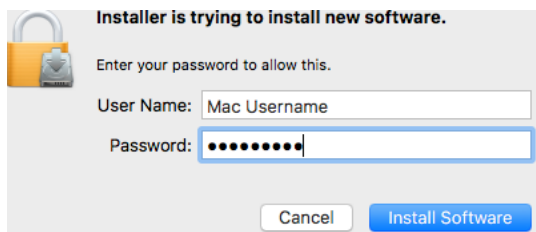
**Google Chrome is required.** If Chrome is not already installed, please follow these instructions first:

1. [Download the installation file](#).
2. Open the file called *googlechrome.dmg*.
3. In the window that opens, find Chrome .
4. Drag Chrome to the Applications folder.
  - You might be asked to enter the admin password.
  - If you don't know the admin password, drag Chrome to a place on your computer where you can make edits, like your desktop.
5. Open Chrome.

6. Open Finder.
7. In the sidebar, to the right of Google Chrome, click Eject .

Once Chrome is installed, you can move forward with the Citrix Workspace client installation by following these instructions:

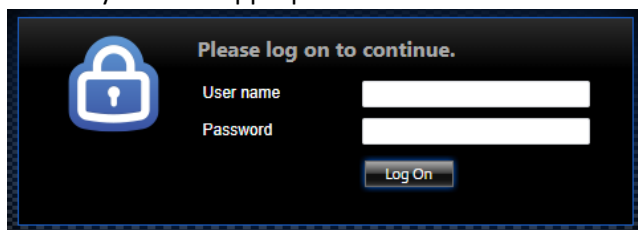
1. Go to <https://receiver.citrix.com>
2. Select the Citrix Workspace app for Mac:  
 Workspace app for Mac
3. [Citrix Workspace app 1808 for Mac](#)
4. Click *Continue* and *Install*.
5. At some point it should ask you to enter your Mac username and password, then click *Install Software*:



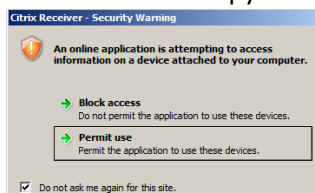
## Step 2: Connect to your County PC

Once you've installed the client, you're ready to connect.

1. Go to <https://apps.baltimorecountymd.gov> (on a MAC, only use Chrome).
2. Enter the username and password combination you normally use to log into your County system each day into the appropriate fields:



- 3.
4. After a few seconds you should receive a phone call from the OIT Service Desk (410-887-8200) asking you to enter your PIN (from the choices you made in the Phone Factor setup)
5. Enter your PIN then press the pound # button on your phone.
6. Wait for the call to indicate that you are successfully connected.
7. At this point, the web page should now display your list of applications. Single-clicking on any of them should start the application and may present a security dialog box to which you may want to *Permit Use* to copy-and-paste from your workstation:

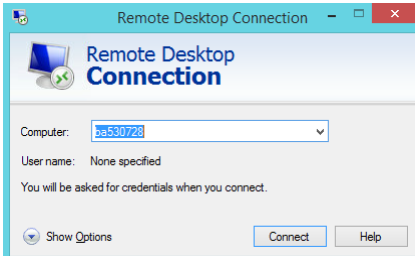


8. If working from home, click the *Remote Desktop Connection* icon to start the application:

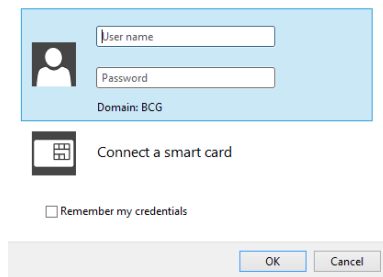


You may have to click *Open* or *Run* from the bottom of your browser.

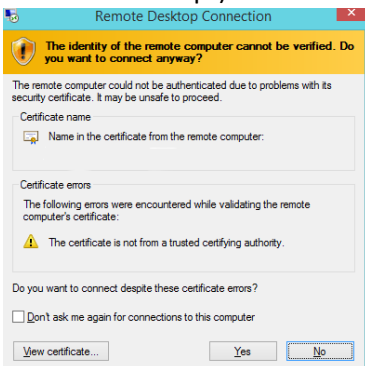
9. Enter your county system's barcode in the *Computer* field then click *Connect*.



10. Enter the username and password combination you normally use to log into your County system (and you just used for Citrix):



11. Click *OK* (you may receive a remote desktop certificate warning like the following, this is safe to click *Yes* to accept):



At this point your County system's desktop should appear just as if you were at your desk (but your system will only display a "this system is in use" message on its monitor), and you can work as you normally would. Please note anything printed may default to a County shared printer and should be avoided.

To end your remote session click the 'X' on the "lampshade" at the top of your screen after you've saved and closed your applications:

